

WHAT IS CLAIMED IS:

1. A computer program product including computer executable instructions stored on a computer readable medium, wherein the instructions, when executed by the computer, cause the computer to  
5 perform:  
    creating transmission-record information based on information that has been transmitted to a user communication device in response to a first user call for utilizing an information provision service; and  
    transmitting the transmission-record information to an operator  
10 terminal device that responds to one of the first user call and a second user call different from the first user call, the second user call being another call from a user who has transmitted the first user call by the user communication device.
- 15 2. The computer program product according to claim 1, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes information about a transmission time of each information piece.
- 20 3. The computer program product according to claim 1, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes information about whether each information piece has been  
25 completely transmitted.

4. The computer program product according to claim 1, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes data concerning a ratio of amount of each information piece  
5 that has been transmitted to the user communication device to total amount of the each information piece.

5. The computer program product according to claim 4, wherein the data indicates a diagram.  
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6. The computer program product according to claim 4, wherein the data indicates a graph.

7. The computer program product according to claim 1, wherein  
15 the instructions further cause the computer to perform creating supporting information that supports response communication for an operator using the operator terminal device based on the transmission-record information, wherein  
the transmitting of the transmission-record information includes  
20 transmitting the supporting information to the operator terminal device.

8. A user information management apparatus comprising:  
a transmission-record information creator that creates  
transmission-record information based on information that has been  
25 transmitted to a user communication device in response to a first user

call for utilizing an information provision service; and

a transmitter that transmits the transmission-record information to an operator terminal device that responds to one of the first user call and a second user call different from the first user call, the second user call being another call from a user who has transmitted the first user call by the user communication device.

9. The user information management apparatus according to claim 8, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes information about a transmission time of each information piece.

10. The user information management apparatus according to claim 8, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes information about whether each information piece has been completely transmitted.

11. The user information management apparatus according to claim 8, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes data concerning a ratio of amount of each information piece that has been transmitted to the user communication device to total amount of the each information piece.

12. The user information management apparatus according to claim 11, wherein the data indicates a diagram.

13. The user information management apparatus according to claim 5 11, wherein the data indicates a graph.

14. The user information management apparatus according to claim 11, further comprising a supporting information creator that creates supporting information which supports response communication for an 10 operator using the operator terminal device based on the transmission-record information, wherein  
the transmitter transmits the supporting information to the operator terminal device.

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